

# The Pipeline



September/October 2011

8000 NE 52 Court  
PO Box 8979  
Vancouver, WA 98668

Phone: 360-750-5876  
Fax: 360-750-7570  
SelfPay: 360-993-8800

**Hours of Operation:**  
Monday-Friday  
8:00 am—5:00 pm  
Closed Saturday,  
Sunday & Holidays

**Emergency? Call us**  
**@ 360-750-5876**  
**24 hours per day/**  
**7 days per week**

**Commissioners:**  
Norm Harker  
Neil Kimsey  
Denny Kiggins

**General Manager:**  
John M. Peterson


### **CRWWD Stats...** **(Jan – July 2011)**

- Processed 27,240 calls
- Connected approximately 0.90 homes to sewer per day
- 5 new subdivisions
- 6 new commercial projects



# New Look To Utility Bills

**W**ith a billing software upgrade just completed in July, Clark Regional Wastewater District’s bi-monthly utility bills have a new look. The upgrade provided opportunity to review and eliminate custom formatting within the utility bill template. “Going to a standard billing statement saves current programming fees and will save ongoing annual maintenance costs,” stated Ken Andrews, Finance Director. The updated bill also provides information about SelfPay, the District’s new automated telephone payment and account access system.



**CLARK REGIONAL WASTEWATER DISTRICT**

P.O. Box 8955  
 Vancouver, WA 98668-8955  
 (360) 750-5876  
 (360) 993-8800 SelfPay  
 www.crwwd.com

## Billing Statement

**ACCOUNT INFORMATION**

**ACCOUNT:** 000000-000  
**SERVICE ADDRESS:** 123 ANY STREET  
**SERVICE PERIOD:** 7/1/2011 To 8/31/2011  
**BILLING DATE:** 7/29/2011  
**DUE DATE:** 8/31/2011

**JOHN Q. PUBLIC**  
**123 ANY STREET**  
**CITY, STATE ZIP-0000**

**SPECIAL MESSAGE**

SelfPay is now available! 24 hours, 7 days a week call 360-993-8800 to pay by Visa/Mastercard debit/credit card or by electronic check.

Go Green! Receive your bill by email! Go to [www.crwwd.com](http://www.crwwd.com) to sign up.

**CURRENT CHARGES**

Sewer	68.00
<b>TOTAL CURRENT CHARGES</b>	<b>68.00</b>

**BILL SUMMARY**

PREVIOUS BALANCE	68.00
PAYMENTS	-68.00
ADJUSTMENTS	0.00
MISCELLANEOUS	0.00
FINANCE CHARGE	0.00
LIEN INTEREST	0.00
CURRENT CHARGES	68.00
<b>TOTAL AMOUNT DUE</b>	<b>68.00</b>

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**AMOUNT DUE**

**TOTAL AMOUNT DUE BY 8/31/2011** 68.00

**AMOUNT ENCLOSED**

Please return stub with payment. Make check payable to CRWWD.

\$

Clark Regional Wastewater District

**ACCOUNT:** 000000-000  
**SERVICE ADDRESS:** 123 ANY STREET  
**SERVICE PERIOD:** 7/1/2011 To 8/31/2011  
**BILLING DATE:** 7/29/2011  
**DUE DATE:** 8/31/2011

Please check box to indicate change of ownership or mailing address for owner (see other side)

JOHN Q. PUBLIC  
 123 ANY STREET  
 CITY, STATE ZIP-0000

71  
91

00000000000000000000

## District Receives Clean Financial Audit

The Washington State Auditor's office has completed the 2010 financial audit for Clark Regional Wastewater District, declaring no findings. "For 29 consecutive years, the District has gone through the audit with no findings," said Ken Andrews, District Finance Director.

The State Auditor's office also conducts an accountability audit that ensures the District complies with state and local regulations, as well as its own policies and procedures, while maintaining internal controls adequate to safeguard public assets.

The audit process promotes accountability, fiscal integrity and openness in state and local government. For customers, successful audits can mean lower interest rates on bond issuances, as well as better ratings by bond rating agencies.

All audit reports are public record. The State Auditor's office posts completed reports on its website at [www.sao.wa.gov](http://www.sao.wa.gov).

## 2012 Budget Season Ramping Up

August kicks off the District's annual budget planning and ends with budget adoption by the Board of Commissioners in December.

"Customers and others with questions about the 2012 budget are welcome to attend Board workshops and meetings to provide comments," said Ken Andrews, Finance Director. The District also sent letters to key stakeholders announcing the budget schedule.

### 2012 Budgeting Schedule

- ◆ October 25: Budget workshop #1 will review operations and maintenance expenses
- ◆ November 8: Budget workshop #2 will review the forecast of proposed construction projects and revenues
- ◆ November 22: Budget public hearing
- ◆ December 13: Board action on the 2012 budget



Get your free Freeze the Grease Kit! Call (360) 993-8822

## Free Leaf Disposal

For Vancouver and Clark County residents only

With this coupon

October 1 - December 20, 2011

Prevent street flooding - Don't place leaves in the street.

Instead, use this coupon for free leaf disposal at:

- H & H Wood Recyclers - 8401 NE 117th Avenue, 360-892-2805
- West Van Materials Recovery Center - 6601 NW Old Lower River Road, 360-737-1727
- McFarlane's Bark - 8806 NE 117th Avenue, 360-892-6125

This coupon must be presented at the drop-off site and is for leaves only. Yard debris or mixed loads will be charged at the regular price. Leaves must be emptied from plastic bags.

Please complete the following information:

My Street Address: \_\_\_\_\_ Zip Code: \_\_\_\_\_

City of Vancouver residents: Funding for your participation in this program is provided through your garbage rates.  
Clark County residents: Funding for your participation in this program is provided by Clark County Public Works and Environmental Services.

## Many Ways To Pay

Convenient services make receiving and paying your bill easy:

Mailing Address: PO Box 8955, Vancouver, WA 98668

**AutoPay:** Direct debit authorization forms available at [www.crwwd.com](http://www.crwwd.com) or Customer Service at 360-750-5876

Additional residential customer options:

**SelfPay:** Visa/MasterCard credit/debit card & electronic check (24/7) at 360-993-8800

**WebPay:** Visa/MasterCard credit/debit card & electronic check (24/7) at [www.crwwd.com](http://www.crwwd.com)

**PhonePay:** Visa/MasterCard credit/debit card by calling Customer Service (8 AM-5 PM, M-F) at 360-750-5876

**In Person:** (8 AM-5 PM, M-F) Cash/Check/Visa/MasterCard credit/debit card or drop box (24/7) with check at: 8000 NE 52 Court, Vancouver WA